

Department of Health and Senior Services
Skills Assessment Definitions

The definitions below give further clarification regarding the special skills survey matrix. Even with definition, there is and will be individual variability in the degree of perceived competency regarding these skills. In general, staff should approach the survey based on a realistic assessment of their skills and personality, and view an "Extensive Experience" response as them being able to competently perform these functions to protect and promote public health, possibly on short response notice and under the stressful conditions of disaster response.

| Skill | Definition/Work Involved |
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| Greet and triage | Meet, screen, and segregate, person-to-person (in order to best provide services and care with resource limitations) those affected by a disaster who are seeking service or care. Good people and communication skills and "calm under fire" needed. Medical or epidemiological background useful in some settings but not required, as long as the staff is a quick learner and can follow a script. |
| Telephone triage (hotline or contact) | Same as above but over the telephone. |
| Interviewing (Medical history review, epidemiological questionnaires, surveys, assessments, etc.) | Perform, by phone or in person, an interview--normally following a written questionnaire--to capture needed data. An eye toward detail, an understanding of confidentiality, respect, and good people and communication skills required. Medical or epidemiological background useful in some settings but not required. |
| Patient teaching/counseling | One-on-one counseling or teaching, either by phone or in person, to deliver information related to the emergency situation or to counsel those impacted. Ability to understand the scope of information related to the disaster relevant to those being served, synthesize this information, and communicate it effectively--with empathy--required. |
| Clerical Experience | Experience includes duties related to correspondence (such as the typing, distributing, and managing of letters), making travel arrangements, filing, typing and proofreading documents, photo copying, taking telephone messages, greeting and directing the public, scheduling meetings, taking meeting minutes, and maintaining records. |
| GIS skills | Ability to use ESRI ArcView or similar software to perform data queries and analysis to provide a common operating picture during a disaster response. |
| Develop a survey/questionnaire | Ability to design statistically valid and/or informative surveys/ questionnaires for situational assessment, epidemiology, or so forth. |
| Experience in disease control activities | Knowledge of diseases, disease causing agents, and associated surveillance, prevention, control, and treatment required. Anticipated work would be in the context of an infectious disease (natural or intentional) outbreak or associated with infrastructure loss due to a natural disaster, accident, or terrorist event. |
| Logistics experience (organizational skills, supply management) | Ability to manage, organize, evaluate, and deploy resources and supplies in order to ensure services are provided in an effective and efficient manner. |
| Data entry/use of database/spreadsheet software | Ability to enter collected data, from questionnaires or other sources. An eye toward detail, computer skills and knowledge of data management software required. |
| Experience in health education | Ability to design education campaigns and materials in an effective manner to transmit the information needed. |
| Experience in teaching | Ability to teach multiple persons in a classroom or similar setting. |
| Foreign language or sign language (Specify) | Ability to effectively speak or write in a language other than English, or knowing sign language. |
| Security/crowd control | Ability to manage unruly persons or mobs, for our purposes most likely in conjunction with a limitation of service or medical supplies (i.e. vaccine or medications). Experience as a law enforcement officer (military or civilian) or as a security guard preferred. |
| Environmental competencies (may include vector control, food/water/ milk safety, shelter inspections, and other environmental public health expertise) | The ability to respond in person to disaster affected areas (or provide technical assistance from the office) and provide direct environmental services to those disaster affected areas to protect public health until infrastructure is restored. Previous experience as an Environmental Public Health Specialist or Sanitarian preferred. |
| SAM II Financial System knowledge and experience | Experience in processing transactions in the SAM II Financial system, i.e., purchasing, expenditures, grant management. |
| SAM II HR System knowledge and experience | Experience in utilizing the SAM II HR system to process payroll transactions. |